



# Whistleblowing Policy

## Key Facts

- This policy applies to all employees, interns, volunteers, contractors and Macmillan professionals. • Refer to this policy when you are concerned about an action or inaction at Macmillan
- Summary: This policy covers what to do when you are concerned something dangerous, unethical or illegal is happening, and identifying this harm within Macmillan in the best way.

<b>Policy Title</b>	Whistleblowing Policy	<b>Document Classification</b>	Public
<b>Policy Sponsor</b>	Chief Financial Officer	<b>Policy Reference</b>	POL-028
<b>Policy Lead</b>	Head of Risk, Governance and Compliance	<b>Version Number</b>	V3.2
<b>Policy Date</b>	6 October 2021	<b>Policy Revision Due</b>	May 2023

## Purpose of Policy

We recognise that sometimes things go wrong in an organisation. We want everyone working at Macmillan to feel confident and Speak Up; we promise we will investigate any reported issues properly, in a timely manner, and you will be protected from any unfair treatment that results from you following this policy.

## Who is covered by this policy?

This policy applies to everyone working at Macmillan, including employees, interns, volunteers, contractors and Macmillan professionals. It also applies to third parties who represent Macmillan, even if they are employed by someone else such as third-party fundraising agencies.

## Policy

### What is whistleblowing?

Whistleblowing is the raising of a concern in good faith about a risk, or dangerous, illegal or unethical practice which could have a negative effect on others. This could be an issue that affects you, our supporters, service users, the public, or Macmillan's reputation.

Whistleblowing ultimately protects employees, beneficiaries, and the organisation itself by identifying harm before it is too late ([Protect](#))

Workers are often the first to realise when things go wrong. Sometimes these concerns can be resolved easily and sometimes it is more difficult to know what to do. This policy sets out how you can raise concerns, and trust that you will be listened to.

### What does this policy cover?

This policy covers any genuine concerns about suspected dangerous, illegal or unethical practices or non-compliance with Macmillan policies and procedures whether it is happening now, took place in the past or is likely to happen in the near future. Some examples are:

- A criminal offence such as fraud or theft
- A danger to the safety of any individual
- The breach of a legal or regulatory obligation (e.g. Data Protection, Fundraising rules)
- The deliberate breach of a Macmillan policy or asking others to do so
- Damage to the environment
- Modern Slavery
- Deliberate covering up of evidence that shows any of the above has occurred.

It is not possible to provide an exhaustive list but you are encouraged to raise concerns as soon as you can, even if you believe that you have not got enough evidence.

Don't worry about whether your concern falls under the legal definition of whistleblowing – we want you to raise any serious concerns that you might have.

### What this policy does NOT cover:

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Personal grievances (for example bullying, harassment, discrimination) are not covered by whistleblowing law, unless your particular case is in the public interest (see link to PIDA - e) below).

Please refer to the relevant HR Policies, e.g. Grievance Policy.

## Procedure

### Step 1: Raising a concern

There are a number of ways of raising a concern at Macmillan, depending on the nature of concern:

1. Speaking with your line manager(s) as appropriate, e.g. manager, head, director, executive director.
2. Emailing the whistleblowing inbox – this is monitored by the Risk and Safeguarding teams.
3. Speaking to the Head of Risk, Governance and Compliance.
4. Contacting the Safeguarding team at Macmillan.
5. Contacting Safecall, an independent, confidential service which allows you to remain anonymous if you would prefer.

When you raise a concern, please provide all known details including how you found out about it and any evidence you already have.

You do not need to have any evidence before you raise a concern and do not try to investigate matters on your own.

You can speak to your Line Manager(s) as appropriate,  
e.g. manager, head, director, executive director

Line manager(s) resolves the issue

Line manager contacts Head of Risk,  
Governance and Compliance for  
status update

You can email the whistleblowing inbox

[whistleblowing@macmillan.org.uk](mailto:whistleblowing@macmillan.org.uk)

You can speak to the Head of Risk, Governance and Compliance

[mimam@macmillan.org.uk](mailto:mimam@macmillan.org.uk)

You can contact the Safeguarding Team

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safeguarding@macmillan.org.uk

## You can contact Safecall

macmillan@safecall.co.uk

0800 915 1571

www.safecall.co.uk/report

### Step 2: Panel investigation

An independent investigative panel will be set up, normally chaired either by the Chief Financial Officer (CFO) or the Chief Operating Officer (COO), or depending on the nature of the concern, the Chair of Board of Trustees will assign an appropriate Trustee to chair the panel.

The panel will comprise:

**Note:** If your concern involves any member of the panel, they will not be involved in the investigation.

\***senior level** = ED, Director, Head, Manager or their Delegate.

- A senior\* representative from Legal
- A senior\* representative from HR
- If appropriate, a representative from Technology, Fundraising Compliance, or Counter Fraud

The panel will make every effort to investigate your concern in a fair, objective and discreet way, as quickly as possible. You will receive an acknowledgment of receipt of your concern within five working days, wherever possible.

### Step 3: Results and remedial action

Some concerns can be resolved by carrying out certain remedial actions and a detailed investigation is unnecessary. If, after investigation, there is evidence that it involves criminal activity your concern will be reported to the Police.

The results of the investigation will be communicated in confidence to the Executive Strategy Team (EST) and the Trustees' Finance & Audit Committee by the panel Chair.

We recognise that you may need assurances that the issue has been dealt with properly. Subject to legal constraints, we will let you know what the outcome is and provide as much information as possible while respecting our duties of confidentiality.

### Step 4: I'm still concerned

If, after the investigation, you remain concerned, you have the right to raise it in confidence with the Chief Executive, the Chairman of the Board of Trustees ([chair@macmillan.org.uk](mailto:chair@macmillan.org.uk)) or the Chair of the Finance & Audit Committee (contact details available from the Company Secretary).

### Speak Up externally – other bodies that can help

Macmillan recognises your legal right to raise a concern with a prescribed person or body rather than us.

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Key contacts are:

- Charity Commission for England & Wales: [whistleblowing@charitycommission.gov.uk](mailto:whistleblowing@charitycommission.gov.uk) or 0300 066 9197. For guidance or examples - <https://www.gov.uk/government/organisations/charity-commission#org-contacts>
- Office of the Scottish Charity Regulator: [C&I@oscr.org.uk](mailto:C&I@oscr.org.uk) or [info@oscr.org.uk](mailto:info@oscr.org.uk) or 01382 220 446 - <https://www.oscr.org.uk/contact-oscr/charity-concern-form/>
- Fundraising Regulator: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>
- Scottish Fundraising Standards Panel: [complaints@goodfundraising.scot](mailto:complaints@goodfundraising.scot) or 0808 164 2520
- Charity Commission Northern Ireland - 028 3832 0220 or <https://www.charitycommissionni.org.uk/about-us/contact-us/>

Other prescribed people and bodies are listed on the [Government website](#); the correct body to contact will depend on the issue you wish to raise.

## Guidance

### a) My concern is about my manager. What can I do?

If you have a concern regarding your manager(s) that you cannot raise with them, please contact the Head of Risk, Governance and Compliance, or Safecall using [macmillan@safecall.co.uk](mailto:macmillan@safecall.co.uk) or 0800 915 1571

### b) I am worried about my position if I raise a concern. Will I be protected?

Macmillan will ensure that you do not suffer any disadvantage because you have raised a concern in good faith. This includes:

- not being promoted
- having training requests denied
- being monitored more closely
- being ostracised, victimised, bullied or harassed
- being denied the resources you need to do your work
- being reassigned, relocated or demoted
- being suspended, subject to disciplinary sanctions, or dismissed
- not being provided with an appropriate reference
- not being able to raise concerns in the future

Anyone who mistreats, bullies or harasses a colleague who discloses a concern under this policy may be subject to disciplinary action which could lead to dismissal.

### c) Can I raise a concern anonymously?

We understand that it can be difficult to come forward and raise a concern. If you decide to report a concern anonymously, we will do our best to investigate it, but we may not be able to take the concern further if you have not provided all the information we need. You can ask Safecall not to disclose your name to Macmillan but allow them to contact you if necessary.

### d) I'm a line manager, and a concern has been brought to me. What can I do?

If an employee approaches you with a concern, please contact the Head of Risk, Governance and Compliance, who will be able to investigate the matter. We keep a record of concerns so that we can identify underlying issues for our employees and resolve them.

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### e) What if I go to the media with my concern?

If you report your concern to the media, you may not be protected by the Public Interest Disclosure Act (PIDA) as The Act makes special provision for disclosures to ‘prescribed persons’, e.g. The Charity Commission is the regulatory body to whom workers can make appropriate disclosures on matters relating to ‘the proper administration of charities and funds given, or held, for charitable purposes’. Please consider reporting your concern using this policy in the first instance and we will try to put things right.

<https://www.gov.uk/government/publications/the-public-interest-disclosure-act/the-public-interest-disclosure-act>

### f) What is the difference between a grievance and whistleblowing?

A grievance is a matter of personal interest such as your own relationship with your line manager(s) and it does not impact on the wider public or Macmillan organisation. If you are a Macmillan employee please see the Grievance Policy, which you can find on Green Rooms.

### g) What will happen to me if I raise a concern but the investigation finds no evidence?

If you have raised a genuine concern in good faith then you will not be treated unfairly. Anyone who mistreats you as a result of your disclosure may be subject to disciplinary action.

### h) What will happen to someone who raises a false concern maliciously?

If someone makes an allegation for malicious reasons or for personal gain, it will be treated as a serious disciplinary offence.

### i) What other support and advice is available for me?

Macmillan workers can access the Employee Assistance Programme. The EAP support line is available at anytime, open 24 hours a day and is completely confidential. It is free to call from landlines on 0800 030 5182. From outside the UK call +44 161 836 9498 (calls will be charged).

There are many other independent sources of information and support about whistleblowing if you want more advice:

- The whistleblowing charity, Protect, have advice on their website <http://www.pcaw.co.uk/> or on 0207 404 6609
- The law that protects whistleblowers’ is set out here as to who and what is covered / not covered <https://www.gov.uk/government/publications/the-public-interest-disclosure-act/the-public-interest-disclosure-act>
- Citizens Advice can provide you with independent legal advice <https://www.citizensadvice.org.uk/>

## Compliance and exceptions

Failure to adhere to this policy could result in breaches of the law, breaches of contract and/or reputational damage to Macmillan and could, therefore, result in disciplinary action through the employee procedures or volunteer problem solving guidance.

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If you have any concerns or believe that this policy may be breached, please contact the Head of Risk, Governance and Compliance or the Chief Financial Officer.

## Approvals

The final approval level for this policy is the Trustees' Finance & Audit Committee. **Relevant**

### legislation:

Public Interest Disclosure Act

### Related documents

- Disciplinary Policy
- Fraud Policy
- Grievance Policy
- Safeguarding Policy

**Document Location:** S drive / Governance Policies

### Document review and approvals:

Name & job title	Role (e.g. author, reviewer, approver)	Date	Version	Comments
Consultant	Author	2018	V1	New Whistleblowing Policy
Lorna Hudson, Risk & Compliance Manager	Minor Update	22.02.2019	V2.1	Minor Updates Whistleblowing Policy
Liam Colman, Communications Manager	Reviewer	27.02.2019	V2.2	Some suggestions and amendments made.
Sophie Rughani, Internal Audit	Author - Update	27.08.2020	V3	Updated changes, e.g. in organisation, external contacts, information
Steve Clayton, Chief Financial Officer	Reviewer	18.09.2020	V3	Approved
Finance & Audit Committee	Approver	17.11.2020	V3	Approved
Rachel Morris, Assistant Company Secretary	Minor update	13.05.2021	V3.1	Policy lead changed from Internal Audit Manager to Head of Risk, Governance and Compliance
Rachel Morris, Assistant Company Secretary	Minor update	06.10.2021	V3.2	New whistleblowing email address

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